



## Utah 911 Committee

### Grant Request

### Grant Information

PSAP Name: Orem Department of Public Safety

PSAP Representative: Captain Bob Conner Telephone #: 801-229-7220

e-mail: rsconner@orem.org

Population: Orem (93,518), Lindon (10,800), Vineyard (155)

Average number of 911 calls received each day: 81

Number of Positions: 6

Current 911 service:

☐ Basic

☒ E911

☒ Phase I

☒ Phase II

Dates of Project: Begin: May 2010 Complete: August 2010

### Purpose of Grant:

The Orem Department of Public Safety Dispatch Center is seeking funding from the Utah 911 Committee for the upgrading of our 911 phone system. Our hopes are to do the following projects.

- Replacing our 6 current 911 Inc positions with the Plant CML Sentinel Patriot system.
- Purchase two laptop remote positions to utilize as additional work stations and/or emergency stations at alternate dispatch locations. The alternate sites would benefit all three communities our dispatch center serves and allow call taking to continue if/when a crisis happens. They will also be able to be placed in the new Utah Valley Command Center and allow our dispatchers to still serve our community.
- Provide a back-up system for our equipment in the event of a major disaster.
- Provide the ability to link with nearby agencies, should our system go down. Having the same 911 answering system will benefit not only our community, but the other cities as well. Our systems would integrate and be able to assist each other.

Current 911 Revenue: \$135,510.01

Current 911 Fund Balance: \$13,517.15

Expenditures:

Network and Data Base: (if multiple companies, list each separately by name and amount.)

Telephone company 1: Qwest Communications, \$139,057.92 annually or \$11,588.16 per month.



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Data Base Administration:

Other:

Why are additional funds required:

### Funding Request and Justification

The Orem Department of Public Safety Dispatch Center is the PSAP for all of Orem and back in July of 2008, we started answering for all of Lindon City as well. This includes Police, Fire, and EMS for both communities. Additionally, the Town of Vineyard City has Orem handle their Fire/EMS calls. The City of Orem has a population base of 93,518 residents, Lindon City 10,800 residents and Vineyard City 155 residents. Anticipated growth in Vineyard is high due to a large undeveloped lakeside area currently under development. Our daytime population grows tremendously with the two local universities and major shopping centers situated in our city or nearby. Utah Valley University is in Orem, while Brigham Young University is next door in Provo. The I-15 corridor exits all traffic through Orem to get into Provo, and that increases our vehicular traffic tremendously.

The Utah Department of Transportation will be completely rebuilding the I-15 freeway throughout Utah County. A large stretch will be through our city, and we are already anticipating a large increase in 911 calls due to this endeavor.

The workload in our dispatch center has increased, and our phone equipment is outdated and failing. Our 911 phone system was purchased in 2004 and has had minor upgrades since. We are at a juncture in time that minor fixes will not work anymore so we have to do a major upgrade to allow us to be IP enabled and ready for future enhancements and growth in the community. Our current phone system was provided by 911 Inc and is no longer functioning properly. We have had continual problems with different portions of the system failing and have had not much success in fixing those issues. Our caller ID for landlines does not work, playback on 911 calls doesn't function, ANI/ALI information stopped working and can't be fixed, and there are a host of other problems. Our dispatchers can't utilize these features in emergencies to help the caller. The vendor is out of state and that causes additional service issues.

We also would like the dispatch center to have the option of going portable. The portability of the laptops to assist in the event of an emergency is tremendous. With servicing two other communities, we would be able to send our dispatchers to those locations and still be able to dispatch if our center went down. The ability to have back-up equipment is also being requested and is likewise very important. This system has built in back-ups in case one fails.

The City of Orem has not requested funding in many years and has been self sufficient in the handling of our needs. We have tried to do our part to allow funds to go elsewhere where smaller agencies may have a greater need. With the economic downturn affecting all governments, we have the need to ask for assistance at this time. There would be no way possible for us to upgrade our system in the near future without assistance from the Utah 911 Committee. There is cost savings by our upgrading to the system requested. This past year we paid \$16,424.10 for our maintenance with our current vendor. That price is going up yearly but with this request, service and maintenance is included for 3 years. That savings over a 3-year period would be a minimum \$49,272.30. That savings is what I am intending to utilize for the matched funds. The remainder will be requested from the City's General Fund.

### Summary

The Orem DPS Dispatch Center is requesting these funds to enable our center the ability to be IP enabled for all future types of 911 calls coming in. Any call, any device, anywhere is how we would like to prepare ourselves. Upgrading our system will best serve our three communities and prepare us for the future.



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#### Requested Funds:

Sentinel Patriot System	\$299,749.12
Installation & Freight	<u>\$ 67,515.43</u>
Total Requested	\$367,264.55

See attachment for detailed pricing.

Grantee Signature

Date

☐ Approved

☐ Rejected

Comments:

Committee Chair Signature

Date



# City of Orem, UT

## Quote Summary

Sentinel Patriot System	\$176,369.92	59%
Sentinel CommandPOST System	\$33,991.68	11%
ORION Mapping (PlantCML will provide Vela Mapping)	\$31,516.16	11%
PlantCML Services	\$57,871.36	19%
<b>TOTAL QUOTE</b>	<b>\$299,749.12</b>	<b>100%</b>
Qwest Installaltion Services	\$21,280.50	
Installation Materials	\$1,313.69	
Freight	\$2,870.37	
Year 1 Warranty and Maintenance	\$11,481.47	
Year 2 Warranty and Maintenance	\$14,351.83	
Year 2 Warranty and Maintenance	\$16,217.57	
<b>GRAND TOTAL</b>	<b>\$367,264.55</b>	

## Power Draw Information

Product	Total Amps
Sentinel Patriot System	36.34
Sentinel CommandPOST System	3
ORION Mapping	9
<b>Total Amps</b>	<b>48.34</b>
<b>Total Watts/VA</b>	<b>5800.8</b>
<b>Total KVA</b>	<b>5.8008</b>
<b>BTU's</b>	<b>15841.9848</b>

## Additional Comments

**Quote is valid for 120 days from Quote Date or until Software Support expires, whichever comes first.**

**\* MapStar must be purchased to receive the Trident Discount.**

**\*\* PlantCML will apply any remaining software support on the current system to the new system. This will be issued in the form of a credit that will be applied to the new system order. The amount of the credit will be determined based on the date of shipment of the new system.**

Any line items listed as "Optional" in this quote are not included in the Product Totals, Product Summaries, Quotation Summary, or the Total Quoted Price. These items are not considered to be part of the system. The "Total Quoted Price" on the Quotation Summary page reflects the quote value. This figure includes any and all applicable charges, fees, and or discounts. Costs for actual freight will be added to your invoice.

No order based on this Quote shall be accepted in the absence of a signed master purchase agreement or other purchase agreement with PlantCML governing the terms of sale.

For questions regarding your support renewal term, please contact Jo Cribben at 951-719-2327 or Jennifer York at 951-719-2142.